



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending December 31, 2008**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$4,023.77	\$1,279.20	\$2,567.71	\$7,870.68
B. Number of credits issued for repairs - 24 - 48 hours	262	235	153	650
C. Number of credits issued for repairs - 48 - 72 hours	19	31	17	67
D. Number of credits issued for repairs - 72 - 96 hours	19	8	6	33
E. Number of credits issued for repairs - 96 - 120 hours	32	2	12	46
F. Number of credits issued for repairs > 120 hours	18	1	11	30
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	612	230	2,256	3,098
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$11,773.62	\$2,374.22	\$2,725.62	\$16,873.00
B. Number of installations after 5 business days	450	97	206	753
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	110	6	8	124
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	588	269	330	1,187
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$6,836.50	\$2,811.00	\$6,300.00	\$15,947.50
B. Number of customers receiving credits	140	57	129	326
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	16	12	10	38

**Comments**